

## Oracle Managed Services Solution

"I would recommend MiCORE to other companies with similar business challenges, and I have already had preliminary conversations with MiCORE about future data migration projects. The best part about working with MiCORE is their responsiveness. Whenever we have a need, they've responded quickly. MiCORE always has a team on standby ready to support us."

### Challenge

- Lacked resources with Oracle database-specific knowledge
- Inability to test failing database server refresh
- Needed support to ensure Oracle database was well maintained
- Unpredictable power outages negatively impacting the availability of database

### Solution

- Database migration for a single instance
- Migration from 10g Enterprise Edition to 11g Standard Edition
- Administration and maintenance of Oracle databases
- 24x7x365 monitoring and support of Oracle databases
- As-needed emergency support to include full Arman backup and restore

### Results

- Database running optimally and as efficiently as possible
- Proactive support for emergency database issues
- Ongoing support for scheme-level and table-level refreshes
- Critical issues supported in the event of a power outage

### Benefits of Working with MiCORE

- High quality of service whenever database issues arise
- Follows best practices and makes proactive recommendations to optimize performance and ensure stability
- Daily support and quick response if there is a database issue